

SULIT



**KEMENTERIAN PENDIDIKAN TINGGI
JABATAN PENDIDIKAN POLITEKNIK DAN KOLEJ KOMUNITI**

**BAHAGIAN PEPERIKSAAN DAN PENILAIAN
JABATAN PENDIDIKAN POLITEKNIK DAN KOLEJ KOMUNITI
KEMENTERIAN PENDIDIKAN TINGGI**

JABATAN PELANCONGAN DAN HOSPITALITI

PEPERIKSAAN AKHIR

SESI II : 2023/2024

DTR10183 : INTRODUCTION TO RESORT

TARIKH : 06 JUN 2024

MASA : 2.30 PETANG - 4.30 PETANG (2 JAM)

Kertas ini mengandungi **LIMA BELAS (15)** halaman bercetak.

Bahagian A : Soalan Objektif (20 Soalan)

Bahagian B : Soalan Struktur (4 soalan)

Dokumen sokongan yang disertakan : Tiada

JANGAN BUKA KERTAS SOALAN INI SEHINGGA DIARAHKAN

(CLO yang tertera hanya sebagai rujukan)

SULIT

SECTION A: 20 MARKS
BAHAGIAN A: 20 MARKAH

INSTRUCTION:

This section consists of **TWENTY (20)** objective questions. Mark your answers in the OMR form provided.

ARAHAN:

*Bahagian ini mengandungi **DUA PULUH (20)** soalan objektif. Tandakan jawapan anda di dalam borang OMR yang disediakan.*

- CLO1 1. Which of the following statement is **TRUE** about the resort?
*Manakah antara pernyataan berikut **BETUL** berkenaan resort?*
- A. The location is placed within the city
Lokasi diletakkan di dalam bandar
 - B. Targeting entrepreneur as their client
Menyasarkan usahawan sebagai pelanggan
 - C. Great facilities are built around the street
Kemudahan terbaik dibina sekitar jalan
 - D. Luxury facility primarily built for vacationers
Kemudahan mewah yang dibina terutamanya untuk pelancong
- CLO1 2. The term “*hostis*” derived from Latin word, means...
Perkataan “hostis” diambil dari perkataan Latin yang bermaksud...
- A. friend
rakan
 - B. guest
tetamu
 - C. stranger
orang asing
 - D. next of kin
waris terdekat

- CLO1 3. Which characteristic below refers to the resort?
Ciri di bawah yang manakah merujuk kepada resort?
- A. More rooms for guests
Lebih banyak bilik untuk tetamu
 - B. Located near popular destinations
Terletak berdekatan destinasi popular
 - C. Provide accommodation only
Menyediakan tempat tinggal sahaja
 - D. The location is usually around urban area
Lokasi biasanya di sekitar bandar

- CLO1 4.

<ul style="list-style-type: none">• The resort concept was developed when they discovered the local mineral-rich hot spring. <i>Konsep resort dibangunkan apabila mereka menemui mata air panas yang kaya dengan mineral tempatan.</i>• The first public bath was small, modest and separated by genders. <i>Tempat mandi awam pertama adalah kecil, sederhana dan dipisahkan mengikut jantina.</i>
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The above statements refer to...
Pernyataan di atas merujuk kepada...

- A. Edo Era
- B. Roman Empire
- C. Asian Resort Setting
- D. American Contribution

CLO1

5.

The first hotel was built in Zurich which has an innovation design and takes benefit from the scenic view of Lake Lucern.

Hotel pertama dibina di Zurich yang mempunyai reka bentuk inovasi dan memanfaatkan pemandangan indah Tasik Lucern.

The above statement refers to...

Pernyataan di atas merujuk kepada...

- A. Atlantic City
- B. Swiss Resort
- C. Hotel Baur au Lac
- D. The Tremont House

CLO1

6.

Which of the following the first resort developed in the eighteenth century?

Antara konsep resort pertama berikut, yang manakah dibangunkan pada abad kelapan belas?

- A. Well
Perigi
- B. Sauna
Sauna
- C. Hot Springs
Air Panas
- D. Public Baths
Tempat mandi awam

- CLO1 7. Choose the **CORRECT** differences between hotel and resort.
*Pilih pernyataan yang **BETUL** tentang perbezaan antara hotel dan resort.*
- I. The duration of staying in hotel is normally longer stay.
Tempoh penginapan di hotel biasanya lebih lama.
 - II. The location of hotel is located nearly popular destination.
Lokasi hotel terletak berhampiran destinasi yang popular.
 - III. Resorts are places that provide relaxation and recreation over and above accommodation, meals and other basic amenities.
Resort ialah tempat yang menyediakan kelonggaran dan rekreasi selain daripada penginapan, makanan dan kemudahan asas lain.
 - IV. The location of resorts is located in the midst of nature and picturesque surrounding.
Lokasi resort terletak di tengah-tengah alam semula jadi dan persekitaran yang indah.
- A. I and II
I dan II
 - B. I, II and III
I, II dan III
 - C. I, III and IV
I, III dan IV
 - D. I, II, III and IV
I, II, III dan IV
- CLO1 8. Choose the **CORRECT** characteristic of a Marina resort.
*Pilih ciri yang **BETUL** sebuah resort Marina.*
- A. Provides accommodation on the farm
Menyediakan penginapan di ladang
 - B. Offers exciting activities that focus on preserving the natural environment
Menawarkan aktiviti menarik yang memberi tumpuan kepada memelihara persekitaran alam semula jadi
 - C. Guests seeking relaxation such as spa, sauna, and swimming in the pool
Tetamu ingin beristirahat seperti spa, sauna dan berenang di kolam renang
 - D. Requires beachfront views and easy access to the waterfront terraces
Memerlukan pemandangan pantai dan akses yang mudah ke teres tepi pantai

- CLO1 9. Which resort offers lodging on farms and offer activities like horseback riding?
Yang manakah resort yang menyediakan penginapan di ladang dengan aktiviti seperti menunggang kuda?
- A. Eco-resort
Eko-resort
 - B. Summer resort
Resort musim panas
 - C. Guests ranch
Resort ladang
 - D. Mountain resort
Resort pergunungan
- CLO1 10. The resort that is suitable for water surfing activity is?
Resort yang sesuai untuk aktiviti meluncur air ialah?
- A. The Datai Resort (Langkawi, Malaysia)
 - B. Outrigger Waikiki Resort (Honolulu, Hawaii)
 - C. Shangri-La Tanjung Aru Resort (Sabah, Malaysia)
 - D. Alpen Resort Hotel (Zermatt, Switzerland)
- CLO1 11. Mark Jacobs bought an accommodation that includes everything at one price. The package includes accommodation, meals, entertainment and others. Choose the type of resort that he will be staying in.
- Mark Jacobs membeli penginapan yang merangkumi segala-galanya pada satu harga. Pakej tersebut termasuk penginapan, makan, hiburan dan lain-lain. Pilih jenis resort yang dia akan tinggal.*
- A. Mega resort
Resort skala besar
 - B. Boutique resort
Resort butik
 - C. Mixed use resort
Resort campuran
 - D. All-inclusive eco resort
Eco resort serba lengkap

CLO1

12. Which type of resorts focus on having a vast number of guests from January to December every year?

Manakah jenis resort yang menyasarkan peningkatan jumlah tetamu semasa bulan Januari sehingga Disember setiap tahun?

- A. Spring resort
Resort musim luruh
- B. Summer resort
Resort musim panas
- C. Winter resort
Resort musim sejuk
- D. Year-round resort
Resort sepanjang tahun

CLO1

13.

- Sledding
- Snowmobiling
- Ski
- Hot Tubing

Choose the suitable resort to play all of the above activities.
Pilih resort yang sesuai untuk bermain semua aktiviti di atas.

- A. Spring resort
Resort musim luruh
- B. Summer resort
Resort musim panas
- C. Winter resort
Resort musim sejuk
- D. Year-round resort
Resort sepanjang tahun

CLO1

14. What type of resort focuses on lucrative fishing opportunities, cottage style accommodation and a wide variety of leisure facilities for the whole family to enjoy?

Apakah jenis resort yang memberi tumpuan kepada peluang memancing yang menguntungkan, penginapan gaya kotej dan pelbagai jenis kemudahan riadah untuk dinikmati seisi keluarga?

- A. Lake resort
Resort tasik
- B. Beach resort
Resort pantai
- C. Fishing resort
Resort Memancing
- D. Campsite resort
Resort tapak perkhemahan

CLO1

15.

Responsible for setting room rates, designing packages and marketing special event.

Bertanggungjawab untuk menetapkan kadar bilik, mereka bentuk pakej dan memasarkan acara khas.

The above statement refers to...

Pernyataan di atas merujuk kepada...

- A. Executive Chef
Chef Eksekutif
- B. Director of Sales
Pengarah Jualan
- C. Housekeeping Supervisor
Penyelia Housekeeper
- D. Director of Food and Beverage
Pengarah Makanan dan Minuman

CLO1

16.

- Maintaining a positive image and quality service.
Mengekalkan imej positif dan perkhidmatan berkualiti.
- Maintaining effective communication between all departments in the resort.
Mengekalkan komunikasi berkesan di antara semua jabatan di dalam

The above statement refers to the character of a manager in the resort. Choose the position of manager that should have these characteristics.

Pernyataan di atas merujuk kepada karakter seorang pengurus resort. Pilih jawatan yang sepatutnya mempunyai ciri-ciri tersebut.

- A. General Manager
Pengurus Besar
- B. Director of Sales
Pengarah Jualan
- C. Executive Housekeeper
Pengurus Pengemasan
- D. Food and Beverage Manager
Pengurus Makanan dan Minuman

- CLO1 17. This department must ensure that the staff is properly trained, monitored and supervised.
- Jabatan ini mesti memastikan kakitangan dilatih, dikawal dan diselia dengan betul.*

Based on this statement, choose the suitable department for managing staff and recruitment.

Berdasarkan pernyataan ini, pilih jabatan yang sesuai untuk menguruskan staf dan pengambilan.

- A. Financial Department
Jabatan Kewangan
- B. Housekeeping Department
Jabatan Pengemasan
- C. Human Resource Department
Jabatan Sumber Manusia
- D. Sales and Marketing Department
Jabatan Jualan dan Pemasaran

- CLO2 18. Usually this club is in a suburban area with a clubhouse, golf course, tennis court and also a swimming pool. This statement refers to...

Kebiasaannya kelab ini merujuk kepada kawasan pinggir bandar dengan rumah kelab, padang golf, gelanggang tenis dan juga kolam renang. Kenyataan ini merujuk kepada...

- A. Sports club
Kelab sukan
- B. Private club
Kelab persendirian
- C. Country club
Kelab country
- D. Semi-private club
Kelab separa persendirian

CLO2

19. Private Club is a specific place where one may associate with one's peers or those with similar interests. Pick the reasons of people joining Private Club.

Kelab Persendirian ialah tempat khusus di mana seseorang boleh bergaul dengan rakan sebaya atau mereka yang mempunyai minat yang sama. Pilih sebab-sebab orang menyertai Kelab Persendirian.

- A. Networking and gambling activities.
Rangkaian dan aktiviti perjudian.
- B. Social status and banquet facilities.
Status sosial dan kemudahan bankuet.
- C. Networking, social status and athletics facilities.
Rangkaian, status sosial dan kemudahan atlet.
- D. Networking, social status and catering facilities.
Rangkaian, status sosial dan kemudahan catering.

CLO2

20.

A club management system in a resort is essential for efficiently managing various aspects of the resort's club facilities and services.

Sistem pengurusan kelab di resort adalah penting untuk menguruskan pelbagai aspek kemudahan dan perkhidmatan kelab dengan cekap.

Which of the following is **NOT** the function of the club management system?
*Antara berikut yang manakah **BUKAN** fungsi sistem pengurusan kelab?*

- A. To control membership management.
Untuk mengawal pengurusan keahlian.
- B. To extend appreciation to customers and make the members feel valued.
Untuk menyampaikan penghargaan kepada pelanggan dan membuat ahli berasa dihargai.
- C. To improve customer relationship by enabling virtual communication with customer.
Untuk meningkatkan hubungan pelanggan dengan membolehkan komunikasi maya dengan pelanggan.
- D. To allow non-members to join the activities provided in the club without selling membership.
Membenarkan bukan ahli menyertai aktiviti yang disediakan dalam kelab tanpa menjual keahlian.

SECTION B: 80 MARKS**BAHAGIAN B: 80 MARKAH****INSTRUCTION:**

This section consists of **FOUR (4)** structured questions. Answer **ALL** questions.

ARAHAN:

Bahagian ini mengandungi EMPAT (4) soalan berstruktur. Jawab semua soalan.

QUESTION 1**SOALAN 1**

- CLO1 (a) Discuss **TWO (2)** differences between resort and hotel.
Bincangkan DUA (2) perbezaan di antara resort dan hotel.
- [4 marks]
[4 markah]
- CLO1 (b) Categorized **FOUR (4)** types of resort with example.
Kategorikan EMPAT (4) jenis resort berserta contoh.
- [8 marks]
[8 markah]
- CLO1 (c) Elaborate **FOUR (4)** responsibilities of the Front Office Department in a resort.
Huraikan EMPAT (4) fungsi utama Jabatan Kaunter Hadapan di sebuah resort.
- [8 marks]
[8 markah]

QUESTION 2**SOALAN 2**

- CLO1 (a) Food and Beverage department is important to the resort experience, as this department provides guests with options for dining and refreshment during their stay. Interpret **THREE (3)** roles of a restaurant manager in the resort.

*Jabatan Makanan dan Minuman adalah penting bagi pengalaman resort, kerana jabatan ini menyediakan pilihan untuk tetamu dalam makanan dan minuman semasa mereka menginap. Terjemahkan **TIGA (3)** peranan pengurus restoran dalam sesebuah resort.*

[6 marks]

[6 markah]

- CLO1 (b) Explain **THREE (3)** roles of an Executive Chef in a resort.

*Terangkan **TIGA (3)** peranan seorang Chef Eksekutif di dalam sebuah resort.*

[6 marks]

[6 markah]

- CLO2 (c) Club management offers numerous benefits, both to the organization or business running the club and to the members or participants involved. Write **FOUR (4)** benefits of club membership.

*Pengurusan kelab menawarkan banyak faedah, baik kepada organisasi atau perniagaan yang menjalankan kelab dan kepada ahli atau peserta yang terlibat. Tuliskan **EMPAT (4)** manfaat keahlian kelab.*

[8 marks]

[8 markah]

QUESTION 3**SOALAN 3**

- CLO2 (a) Explain **FOUR (4)** roles of a president in a club management.
Terangkan EMPAT (4) peranan presiden dalam pengurusan kelab.
- [4 marks]
[4 markah]
- CLO2 (b) As a Recreational Manager in The Taaras Beach & Spa Resort in Redang Island, provide **FOUR (4)** outdoor activities that are suitable for your guest.
- Sebagai Pengurus Rekreasi di The Taaras Beach & Spa Resort di Pulau Redang, berikan EMPAT (4) aktiviti luar yang sesuai untuk tetamu anda.*
- [8 marks]
[8 markah]
- CLO2 (c) Write **FOUR (4)** indoor recreational activities usually practice in the resort.
Tuliskan EMPAT (4) aktiviti rekreasi dalaman yang sering dilakukan di resort.
- [8 marks]
[8 markah]

QUESTION 4**SOALAN 4**

- CLO2 (a) A good pool should have several facilities to make it a pleasant and enjoyable experience for swimmers. Allocate **FOUR (4)** facilities that a resort's pool should have.

*Kolam yang baik sepatutnya mempunyai beberapa kemudahan untuk menjadikan pengalaman berenang menyeronokkan dan menyenangkan. Peruntukkan **EMPAT (4)** kemudahan yang sepatutnya ada di kolam peranginan.*

[4 marks]

[4 markah]

- CLO2 (b) Write **FOUR (4)** standard operating procedures in controlling people's access to the resort.

*Tuliskan **EMPAT (4)** prosedur operasi standard dalam mengawal akses orang ramai ke resort.*

[8 marks]

[8 markah]

- CLO2 (c) Provide **FOUR (4)** initiatives that could be implemented in the resort security programs in order to avoid unwanted incidents to resort customers.

*Sediakan **EMPAT (4)** inisiatif yang boleh di implementasikan dalam program keselamatan resort untuk mengelakkan kejadian yang tidak diinginkan kepada pelanggan resort.*

[8 marks]

[8 markah]

SOALAN TAMAT

SECTION A: 20 MARKS
BAHAGIAN A: 20 MARKAH

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CLO1

5.

The first hotel was built in Zurich which has an innovation design and takes benefit from the scenic view of Lake Lucern.

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CLO1

14. What type of resort focuses on lucrative fishing opportunities, cottage style accommodation and a wide variety of leisure facilities for the whole family to enjoy?

Apakah jenis resort yang memberi tumpuan kepada peluang memancing yang menguntungkan, penginapan gaya kotej dan pelbagai jenis kemudahan riadah untuk dinikmati seisi keluarga?

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CLO1

17.

This department must ensure that the staff is properly trained, monitored and supervised.

Jabatan ini mesti memastikan kakitangan dilatih, dikawal dan diselia dengan betul.

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Jabatan Jualan dan Pemasaran

CLO2

18.

Usually this club is in a suburban area with a clubhouse, golf course, tennis court and also a swimming pool. This statement refers to...

Kebiasaannya kelab ini merujuk kepada kawasan pinggir bandar dengan rumah kelab, padang golf, gelanggang tenis dan juga kolam renang. Kenyataan ini merujuk kepada...

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Kelab sukan
- B. Private club
Kelab persendirian
- C. Country club
Kelab country
- D. Semi-private club
Kelab separa persendirian

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Kategorikan EMPAT (4) jenis resort berserta contoh.
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- CLO1 (c) Elaborate **FOUR (4)** responsibilities of the Front Office Department in a resort.
Huraikan EMPAT (4) fungsi utama Jabatan Kaunter Hadapan di sebuah resort.
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[8 markah]

QUESTION 3**SOALAN 3**

- CLO2 (a) Explain **FOUR (4)** roles of a president in a club management.
Terangkan EMPAT (4) peranan presiden dalam pengurusan kelab.
[4 marks]
[4 markah]
- CLO2 (b) As a Recreational Manager in The Taaras Beach & Spa Resort in Redang Island, provide **FOUR (4)** outdoor activities that are suitable for your guest.
Sebagai Pengurus Rekreasi di The Taaras Beach & Spa Resort di Pulau Redang, berikan EMPAT (4) aktiviti luar yang sesuai untuk tetamu anda.
[8 marks]
[8 markah]
- CLO2 (c) Write **FOUR (4)** indoor recreational activities usually practice in the resort.
Tuliskan EMPAT (4) aktiviti rekreasi dalaman yang sering dilakukan di resort.
[8 marks]
[8 markah]